

BT Granite

User Guide



Bringing it all together



Think before
you print!

This new interactive user guide lets you navigate easily through the pages and allows you to be directed straight to any websites or email addresses that are referenced.

Simply hover the cursor over the page number, website or email reference and click when the hand icon changes to the  icon.

Welcome

to your BT Granite Digital Cordless Telephone Answering Machine



- Answering machine with up to 12 minutes digital recording time and helpful voice prompts.
- Call screening lets you hear callers leaving a message and pick up the call if you want.
- 100 Name and number phonebook to store all your contact numbers for easy dialling.
- Send and receive text messages.¹
- Handsfree speaker.
- Speed dial – assign a number stored in the Phonebook to a 2-9 keypad button for dialling with one touch.
- Quick access to a range of BT Services including directory enquiries and call divert.
- Caller Display lets you see who's calling and your phone stores details of the last 30 callers in a Calls list.²
- Register up to 5 handsets to the base without the need for additional telephone wiring.
- Digital call quality with a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).

- 1 You must subscribe to your network provider's Caller Display Service for text messaging to work and you must not withhold your telephone number. A quarterly fee may be payable. Some other network provider lines may not be compatible with this text messaging service.
- 2 You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee may be payable.

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

Need help?

If you have any problems setting up or using your BT Granite please call our free Helpline on 0808 100 6556*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Alternatively, you may find the answer in the 'Help' section at the back of this guide.

IMPORTANT

Only use the telephone line cord supplied.

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Got everything?

- BT Granite handset
- BT Granite base
- Li polymer (550mAh) battery
- Battery compartment cover
- Mains power adaptor (item code 045139)
- Telephone line cord
- Desk mounting plinth

If you have purchased a BT Granite multiple pack you will also have the following items for each handset:

- BT Granite additional handset
- BT Granite charger
- Li polymer (550mAh) battery
- Battery compartment cover
- Mains power adaptor (item code 045982)
- Desk mounting plinth

* Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

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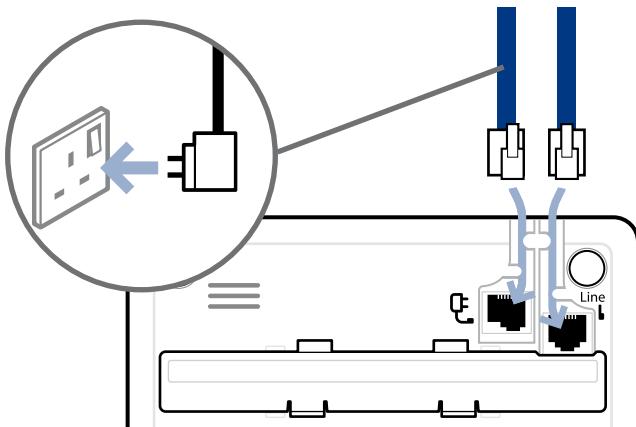
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Location

Place your BT Granite within 2 metres of the mains power socket and telephone socket so that the cables will reach. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Granite works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up



1. Plug the mains power adaptor (item code 045139) into the socket marked  on the underside of the base and plug the other end into the mains power wall socket and switch the power on. You can place the cable behind the retaining clip to prevent the plug being accidentally pulled from the socket.

The base message counter lights up. The answering machine is switched on.

WARNING

Do not place your BT Granite in the bathroom or other humid areas.

Handset range

The BT Granite has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  icon on your handset indicates when you are in range. If moving out of range of the base, the range indicator will flash. If you go out of range, any call you are on will be lost.

IMPORTANT

The base station must be plugged into the mains power socket at all times.

Do not connect the telephone line until the handset is fully charged.

Only use the power and telephone cables supplied with the product.

Battery low warning

The  icon flashes in the handset display when you have only a few minutes talk time remaining. Recharge the handset before you can use it again. You also hear a low battery warning beep if the battery is low and needs recharging. During charging, the icon will scroll in the display.

Battery performance

In ideal conditions, a fully charged battery should give up to 10 hours talk time or 100 hours standby time on a single charge.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

To keep the battery in the best condition, leave the handset off the base for a few hours at a time.

Running the battery right down at least once a week will help it last as long as possible.

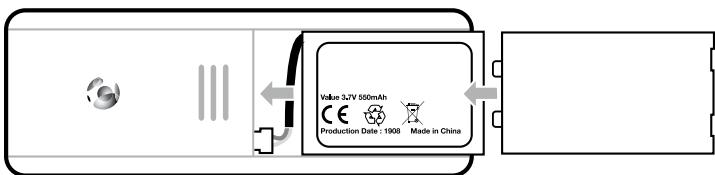
The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Granite Helpline on 0808 100 6556*. After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. Batteries and handset may become warm during charging. This is normal.

Using your BT Granite on a Broadband line?

If this product is to be used on a broadband line then you must ensure that it is connected via an ADSL microfilter. Using this product on a Broadband line without an ADSL microfilter may cause problems with this product and your Broadband service.

Additional BT ADSL microfilters can be purchased from www.shop.bt.com

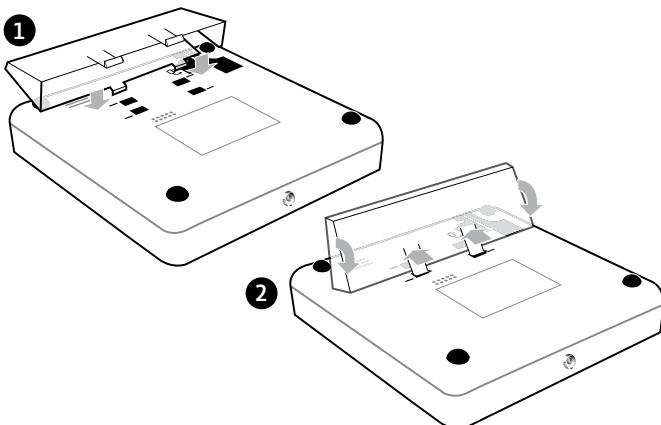
2. Insert battery as shown below. Make sure the coloured wires line up as shown on the label inside the handset and the connector is plugged fully into the socket.



Note: If you ever need to remove the battery, simply slide open the battery compartment cover and unplug the battery pack from the socket.

3. Attach the desk mounting plinth.

This is an optional attachment, the base can be placed flat on the desk without the plinth if desired.



4. Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the  icon will be displayed.
5. When the battery is fully charged, plug one end of the telephone line cord into the socket marked ^{Line} on the rear of the base and the other end into the telephone wall socket.

Setting up for multiple packs

If you have purchased a BT Granite multiple pack, you will need to prepare any additional handsets and chargers for use.

For each additional handset and charger:

1. Insert the power adaptor with the **red** connector (item code 045982) into the underside of the charger. Plug the other end into the mains wall power socket and switch on.
2. Insert the battery in the handset as shown on the previous page and put the battery compartment cover into place.
3. Attach the desk mounting plinth (optional) in the same way as shown on previous page.
4. Charge the handset for at least 24 hours. When the handset is fully charged the  icon will be displayed.

Any additional handsets supplied as part of a multipack are pre-registered to the base so, once charged, are ready for use. The handset number is shown in the display.

Set date and time manually

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. **SET DATE/TIME** is highlighted. Press **SELECT**. The current date and time setting is displayed.
3. Use the keypad to enter the correct time and date. Press **OK** to confirm.
4. Press  until you return to standby.

Your BT Granite is ready for use.

Automatic date and time setting

Providing you have subscribed to your network's Caller Display service, the date and time is set automatically for all handsets when you receive your first call.

The date and time is recorded with each answering machine message you receive.

If you do not have a Caller Display service you can set the date and time manually.

Change Time & Date format

You can set the time format to the 12 or 24 hour clock. You can also change the date format to present the day or the month first, see page 27.

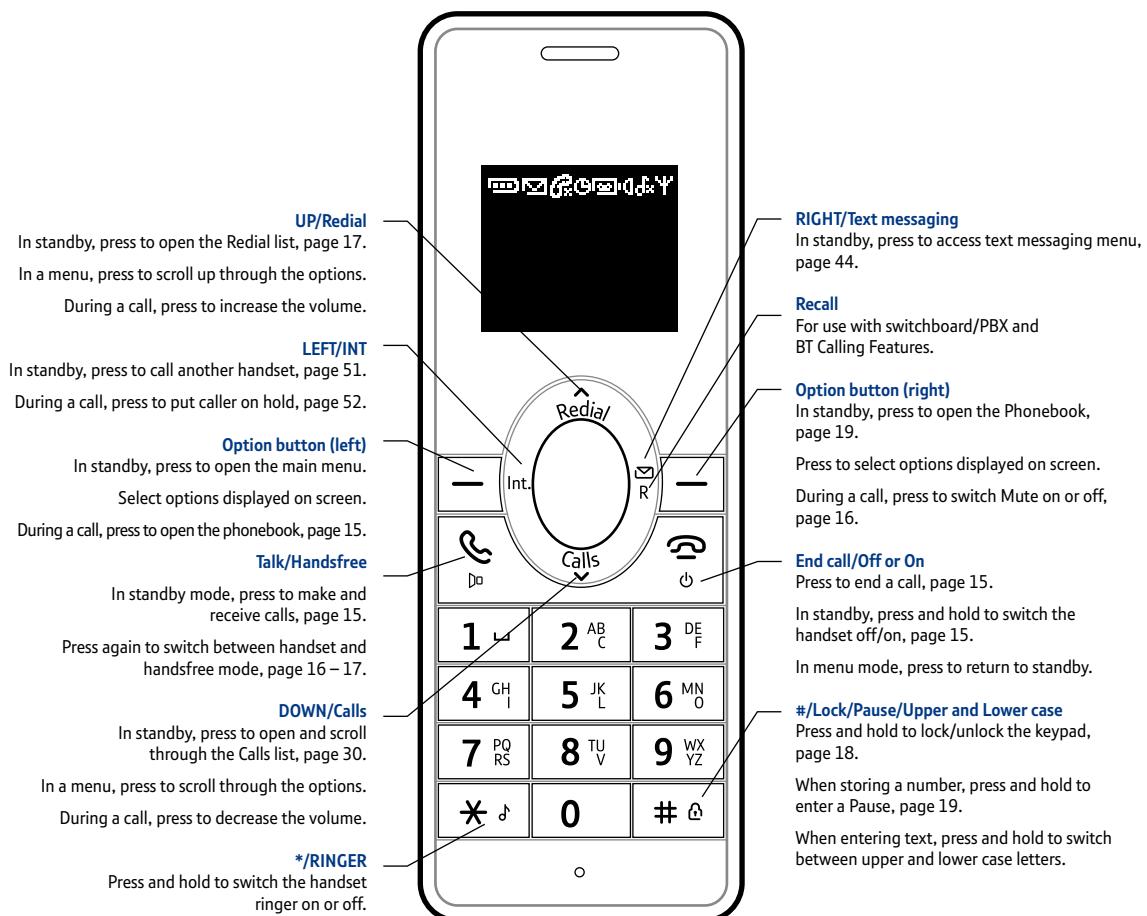
Multi-handsets

When setting the time and date on one handset, any other handsets registered to the base are also updated automatically.

If the time or date format is adjusted then only the handset being used will be updated, all others will need to be changed independently if required.

Getting to know your phone

Handset buttons



Handset display



Display icons

	Shows handset battery status.		Handsfree is in use.
	Scrolls when the handset is charging		Handset ringer is switched off.
	Flashes when less than 15 minutes talk time is left.		On - Answering machine is switched on.
	Flashes when receiving a call.		Flashes slowly - You have new answering machine messages.
	On during a call		Flashes quickly - Answering machine is full.
	Flashes when you have new text or Voicemail messages.		Off - Answering machine off
	On when you have read text messages in the Inbox.		On - Handset in range of base.
	Flashes when you have missed calls in the Calls list*		Flashing -Out of range or not registered to base.
	On while you are reviewing the call log.		On - during an internal call with another handset.
	Alarm set.		Flashes when your are being called by another handset.
			The keypad is locked.

* Requires subscription to a Caller Display Service from your network provider. A quarterly fee may be payable.

Base**Find**

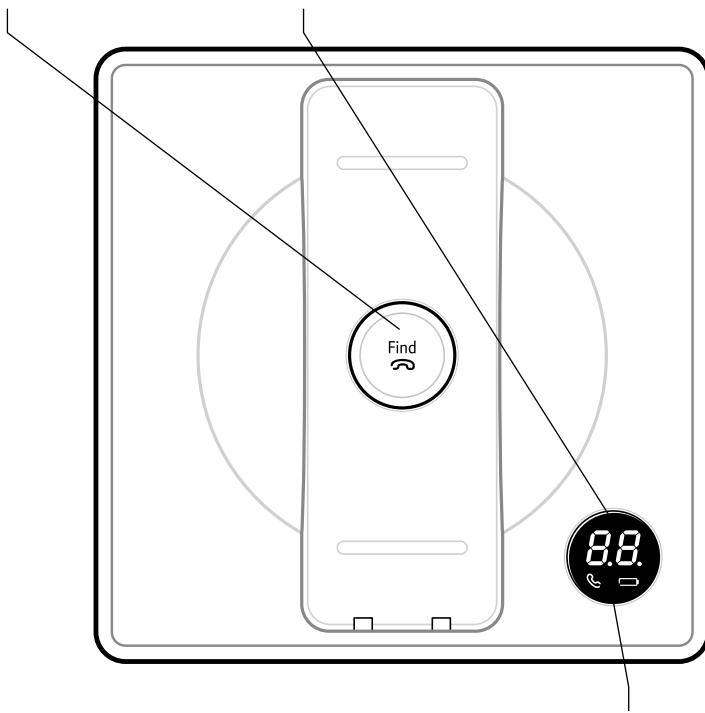
Press to ring all registered handsets, helpful for finding a missing handset, page 18.

Also used during registration, page 50.

Message counter

Indicates answer machine status and number of messages received.

Flashes when new messages have been received.

**LED indicator**

Flashes – when line in use.

On – during handset charging.

Navigating the menus

Your BT Granite has an easy to use menu system.

Each menu has a list of options which you can see on the menu map on the following page.

When the handset is switched on and in standby:

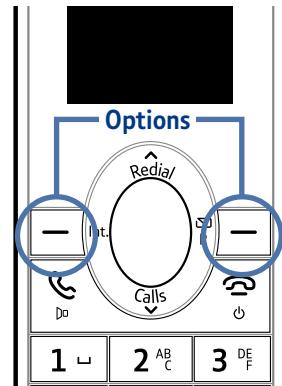
1. Press **MENU** to open the main menu.
2. Press (UP) or (DOWN) to scroll through the available options.
3. Press **SELECT** to select a menu option or **BACK** to return to the previous screen.
4. To exit a menu and return to standby, press

Main menus & icons

Phonebook	
Handset settings	
Base settings	
Clock and Alarm	
Advanced Set	
Network Service	
Text Message	
Answer Machine	

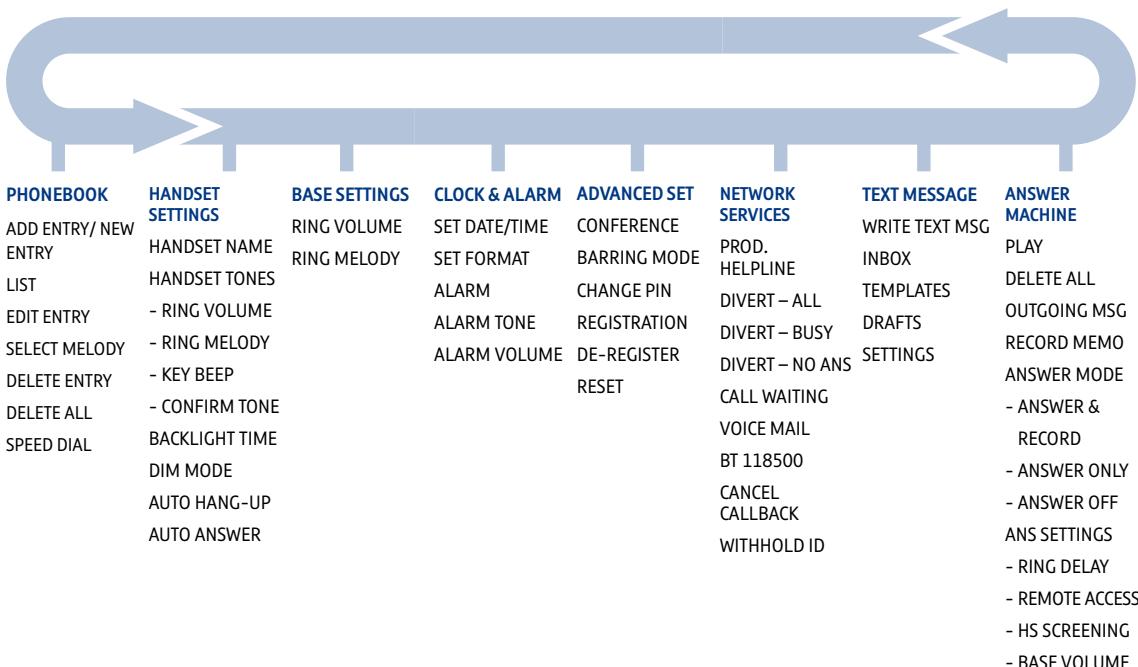
Option buttons

Press to select the option displayed on screen.



If no button is pressed for 30 seconds, the handset returns to standby automatically.

Menu map



Using the phone

Switch handset on or off

To switch off:

1. Press and hold  until the handset switches off, after about 5 seconds.

To switch on:

1. Press and hold  until the handset switches on.

Make an external call

1. Press .

2. When you hear the dial tone, dial the number.

Preparatory dialling

1. Dial the number first. If you make a mistake press **CLEAR** to delete the last digit.

2. Press  to dial.

End a call

1. Press .

Options during a call

1. During a call, press **OPTIONS** to open the in-call menu.
2. Scroll  and  between the two options **PHONEBOOK** or **START 2ND CALL**:

Open the Phonebook during a call

1. During a call, you can check entries in the Phonebook. Press **OPTIONS** then select **PHONEBOOK**.
2. Scroll  or  to the entry you want.
3. Press **SELECT** to see the number.
4. Press **BACK** to return to the previous menu level.

When you make a call, the **In use** light on the base flashes.

Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

Out of range warning

When the handset goes out of range of the base,  flashes. If you are on a call, the line will hang up. Move back within in range. The handset will automatically re-connect to the base.

Press and hold **CLEAR** to delete the whole number and return to standby.

Press **SAVE** to add the number to the Phonebook, see page 19.

Auto answer

As long as you have auto answer set to ON you can answer a call by lifting the handset off the base. If you have switched auto answer off, you will need to press  as well. Auto answer ON is the default setting. See page 25.

Receiving a call

When the phone rings the display shows the caller's number if available or the caller's name if it matches an entry in the phonebook. If you do not have a Caller Display service, the screen shows EXTERNAL CALL.

1. Press  to answer the call.

Or lift the handset off the base or charger.

Earpiece/Handsfree volume

During a call you can adjust the volume of the earpiece or handset loudspeaker. There are 5 levels.

1. Press  or  to increase or decrease the volume.

Mute (Secrecy)

During a call, you can talk to someone nearby without your caller hearing.

1. Press **MUTE**. Your caller cannot hear you.
2. Press **UNMUTE** to return to your caller.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

Make a handsfree call

1. Dial the number then press  twice. You hear your call over the handset loudspeaker. Press  again to switch the call between the loudspeaker and the earpiece.

During a handsfree call, press  or  to change the volume.

Answer a call handsfree

1. Press  twice. The call is transferred to the handset loudspeaker.

Switch to handsfree during a call

1. During a call: press  to put the call on the loudspeaker. To switch handsfree off and return the call to the earpiece, press  again.

Redial

Up to the last 20 telephone numbers called are saved in the redial list. You can then select any of the numbers to redial, delete or copy to the phonebook.

Redial the last number called

1. Press  the last number you called is displayed.
2. Press  to dial.

Redial a number from the redial list

1. Press , the last number you called is displayed.
2. Press  or  to scroll to the number you want.
3. Press  to dial.

Save a number from the redial list to the Phonebook

1. Press  then scroll to the number you want.
2. Press **SELECT** to select the number, then press **MENU** to enter the sub menu. **SAVE NUMBER** is highlighted.
3. Press **SELECT**. Use the keypad to enter the name. If you make a mistake, press **CLEAR**.
4. Press **OK**. The number is displayed. Press **OK** to save.
5. Choose the required melody, press **SELECT** and the entry is saved to the phonebook.
6. Press  to return to the previous menu level.

For tips on entering names and text, see page 19.

Delete a redial number

1. Press .
2. Scroll  or  to the number you want.
3. Press **SELECT**, then when the entry is selected, press **MENU** and scroll  to **DELETE** and press **SELECT**, then press **OK** to confirm.
4. Press **BACK** to return to standby.

Delete entire redial list

1. Press .
2. Press **SELECT** on any entry, then press **MENU** and scroll to **DELETE ALL** and press **SELECT**. **DELETE ALL ?** is displayed
3. Press **OK** to confirm or **BACK** to cancel.
4. Press **BACK** to exit and return to standby.

Keypad lock

WARNING

If the keypad is locked you will be able to dial the emergency numbers 999 and 112.

When the keypad is locked you can still answer incoming calls and operate the handset as normal. When the call is ended, the keypad lock comes on again.

Paging calls only ring the handsets, they cannot be answered as a voice call.

Press **SILENT** to stop a particular handset ringing. Other handsets will still ring if you have multiple handsets so this could help you find it.

To lock the keypad

1. Press and hold  until the display shows **KEYPAD LOCKED**.

To unlock the keypad

2. Press and hold  to unlock the keypad.

Find handset (Paging)

You can ring a handset to help locate it.

1. Press  on the base. All handsets registered to the base will ring. The display shows **PAGING** and the **INT** icon flashes.
2. Press  on the base again to stop the ringing or press any button on any handset.

You can store up to 100 names and numbers in the phonebook.

Names can be up to 14 characters long and numbers up to 24 digits.

Store a name and number

1. Press **MENU**. **PHONEBOOK** is displayed, press **SELECT**, **NEW ENTRY** is displayed, press **SELECT**.
2. Enter the name and press **OK**.
3. Enter the number and press **OK**.
4. Scroll  or  to select the ringer melody you want to assign to the entry. Press **SELECT**.
5. Press **BACK** to return to the previous menu level

View an entry

1. In standby, press **NAMES**. The entries are listed in alphabetical order.
2. Scroll  or  to the entry you want.
3. Press **SELECT** to see the number.
4. Press **BACK** to return to the previous menu level.

Dial an entry

1. Press **NAMES**, scroll  or  to the entry you want (or search alphabetically)
2. Press . The number is dialled.

Entering names

Use the keypad letters to enter names, e.g. to store Tom:

Press **8 TU** once to enter T.

Press **6 MN** three times to enter o.

Press **6 MN** once to enter m.

Writing tips

Press **CLEAR** to delete the last character or digit.

Press  or  to move backwards or forwards through character/digits.

Press and hold **# ▲** to switch between upper, lower or sentence case.

Press **1 ↔** to insert a space.

Use **1 ↔** and/or **0** for other punctuation characters.

You must enter a name to go with a number.

To enter a pause in a phonebook number

When storing a number press and hold **# ▲** and a **P** will be displayed. For more information on pauses, see page 60.

Phonebook empty

If the phonebook is empty and you enter the phonebook menu, the display shows **ADD ENTRY**.

Once an entry has been stored the full menu is displayed.

If you attempt to save a phonebook entry which is the same as an existing entry, the screen will show **DOUBLE NAME** and the details will not be saved.

Phonebook full

When the phonebook is full, the display shows **MEMORY FULL!** when you try to add a new entry. You must delete entries before you can add new ones.

To search alphabetically

Press the relevant keypad button, e.g. for the entries beginning with T press **8 TU** once then scroll  or  through the entries.

Edit a name and number

1. Press **MENU**. **PHONEBOOK** is displayed. Press **SELECT**.
2. Scroll  to **EDIT ENTRY** and press **SELECT**.
3. Scroll to the entry you wish to edit and press **SELECT**. Press **CLEAR** to delete the name, if required, and enter the new name. Press **OK**.
4. Press **CLEAR** to delete the phone number then enter a new number. Press **OK**.
5. Press  or  to choose a melody, and press **SELECT**.
6. Press  to return to standby.

Edit the assigned ringer melody

1. Press **MENU**. **PHONEBOOK** is displayed. Press **SELECT**.
2. Scroll  to **SELECT MELODY** and press **SELECT**.
3. Scroll  or  to the phonebook entry you want and press **SELECT**.
4. Scroll  or  to the melody you want. A sample is played. Press **SELECT** to confirm.
5. Press  to return to standby.

Delete an entry

1. Press **NAMES**. Scroll  to the entry you want and press **SELECT**.
2. Press **MENU**. Scroll to **DELETE ENTRY** and press **SELECT**.
3. Press **OK** to confirm.
4. Press **BACK** to return to standby.

Delete Phonebook

1. Press **MENU**. **PHONEBOOK** is displayed. Press **SELECT**.
2. Scroll  to **DELETE ALL** and press **SELECT**.
3. **DELETE ALL ?** is displayed press **OK** to confirm or **BACK** to cancel.
4. Press **BACK** to return to standby.

Speed dial

You can assign a number from the Phonebook to a 2-9 button and dial that number just by pressing and holding the button.

Store or change a speed dial number

1. Press **MENU**. **PHONEBOOK** is displayed. Press **SELECT**.
2. Scroll  to **SPEED DIAL** and press **SELECT**.
3. Scroll  or  to the 2-9 button you want and press **SELECT**.
4. **NO NUMBER** is displayed. Press **MENU** then select **EDIT**. The Phonebook list is displayed.
5. Scroll  or  to the entry you want and press **SELECT** twice. The display returns to the direct access memory menu and shows the new entry.
6. Press **BACK** to return to the previous menu level.

Memory 1 is set as 1571.

A new entry will overwrite an existing entry.

Dial a speed dial number

1. Once you have stored a number, press and hold the 1-9 button you want. The number stored is displayed and dialled.

Delete a speed dial number

1. Press **MENU**. **PHONEBOOK** is displayed. Press **SELECT**.
2. Scroll  to **SPEED DIAL** and press **SELECT**.
3. Scroll  or  to the button memory you want to delete and press **SELECT**.
4. Press **MENU**. Scroll  to **DELETE** and press **SELECT**. You hear a confirmation beep. The number is deleted.

You can scroll  or  to the Phonebook list to select another entry if required or press  to return to standby.

Handset and base settings

Handset settings

Ring volume

There are five volume levels (plus Off) or choose Ascending for a gradually increasing volume.

1. Press **MENU**, scroll  or  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  or  to **HANDSET TONES** and press **SELECT**.
3. **RING VOLUME** is displayed, press **SELECT**.
4. Scroll  or  to the ringer setting you want and press **OK**. The ascending alert is selected by scrolling one step higher when you reach the highest volume bar.
5. Press **BACK** to return to the previous menu level.

Ring melody

There are 15 ring melodies to choose from.

1. Press **MENU**, scroll  or  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  or  to **HANDSET TONES** and press **SELECT**.
3. Scroll  or  to **RING MELODY**, press **SELECT**.
4. Scroll  or  to the ringer melody you want and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Keypad beep

When you press a button on the keypad, you hear a beep. You can switch this beep on or off.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **HANDSET TONES**, press **SELECT**.
3. Scroll  to **KEY BEEP**, press **SELECT**.
4. Scroll  or  to display **ON** or **OFF** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Confirmation tone

When you change a phone setting or place the handset on charge, you hear a confirmation tone. You can switch this tone on or off.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **HANDSET TONES**, press **SELECT**.
3. Scroll  to **CONFIRM TONE**, press **SELECT**.
4. Scroll  or  to display **ON** or **OFF** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Backlight time

Adjust the amount of time before the handset backlight switches off. Choose from 20, 40 or 60 seconds.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **BACKLIGHT TIME**, press **SELECT**.
3. Scroll  or  to display **20 SECONDS**, **40 SECONDS** or **60 SECONDS** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Dim mode

When dim mode is set to on (the default setting) and no buttons have been pressed on the handset for 30 secs, the time will appear on the handset display.

To conserve battery power, you can turn the dim mode off and the screen will then switch off and go completely blank, instead of displaying the time. When any button is pressed on the handset, the display will switch back on.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **DIM MODE**, press **SELECT**.
3. Scroll  or  to display **ON** or **OFF** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Auto hang-up

With Auto hang-up switched on, you can end a call by placing the handset on the base or charger. If you switch this off, you must always press  to hang up. Default setting is On.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **AUTO HANG-UP**, press **SELECT**.
3. Scroll  or  to display **ON** or **OFF** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Auto answer

With Auto answer switched on, you can answer a call by lifting the handset off the base or charger. If you switch this off, you must always press  to answer a call. Default setting is On.

1. Press **MENU**, scroll  to **HANDSET SETTINGS** and press **SELECT**.
2. Scroll  to **AUTO ANSWER**, press **SELECT**.
3. Scroll  or  to display **ON** or **OFF** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Base settings

Ring volume

There are five volume levels (plus Off) or choose Ascending for a gradually increasing ring volume.

1. Press **MENU**, scroll or to **BASE SETTINGS** and press **SELECT**.
2. **RING VOLUME** is displayed. Press **SELECT**.
3. Scroll or to the ringer volume you want and press **OK**. The ascending alert is selected by scrolling one step higher when you reach the highest volume bar.
4. Press **BACK** to return to the previous menu level.

Ring melody

There are 15 ring melodies to choose from.

1. Press **MENU**, scroll or to **BASE SETTINGS** and press **SELECT**.
2. Scroll to **RING MELODY**, press **SELECT**.
3. Scroll or to the ringer melody you want and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Set date/time

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. **SET DATE/TIME** is displayed. Press **SELECT**.
3. Use the keypad to enter the current time in 24 hour format and date then press **OK**.
4. Press **BACK** to return to the previous menu level.

Set time format

Choose whether the time is displayed in 12 or 24 hour format. The default setting is 24 hours.

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. Scroll  to **SET FORMAT** and press **SELECT**.
3. **TIME FORMAT** is displayed. Press **SELECT**.
4. Scroll  or  to display **12 HRS** or **24 HRS** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Date format

Choose whether the date is displayed with the day first (DD/MM) or the month first (MM/DD). The default setting is DD/MM.

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. Scroll  to **SET FORMAT** and press **SELECT**.
3. Scroll  to **DATE FORMAT** and press **SELECT**.
4. Scroll  or  to display **DD/MM** or **MM/DD** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

If you make a mistake, press **BACK** to delete.

Multi-handsets

When setting the time and date on one handset, any other handsets registered to the base are also updated automatically.

If the time or date format is adjusted then only the handset being used will be updated, all others will need to be changed independently if required.

If you make a mistake entering the time, press **BACK** to delete the last digit.

Stop alarm ring

When the alarm goes off, press **STOP** or any button.

Set alarm

You can set your alarm to ring once or at the same time every day. If you want to stop your handset alarm setting, select **Off**.

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. Scroll  to **ALARM** and press **SELECT**.
3. Scroll  or  to **OFF**, **ON ONCE** or **ON DAILY** and press **SELECT**.
If you select **ON ONCE** or **ON DAILY**, use the keypad to enter the alarm time using the 24 hour clock format, e.g. for 7.30am enter 07:30. Press **OK**.
4. Press **BACK** to return to the previous menu level.

Alarm tone

Choose from 3 different alarm ringtones.

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. Scroll  to **ALARM TONE** and press **SELECT**.
3. Scroll  or  to display **MELODY 1**, **2** or **3** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Alarm volume

Choose from **LOW**, **MEDIUM** or **HIGH**.

1. Press **MENU**, scroll  to **CLOCK & ALARM** and press **SELECT**.
2. Scroll  to **ALARM VOLUME** and press **SELECT**.
3. Scroll  or  to display **LOW**, **MEDIUM** or **HIGH** and press **OK**.
4. Press **BACK** to return to the previous menu level.

Caller Display and the calls list

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name is stored in the phonebook and a number match is found, you will also see the caller's name on the display.

Calls list

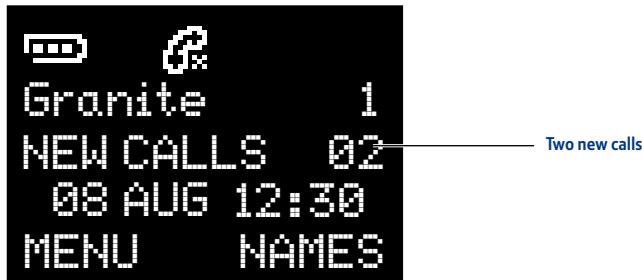
The Calls list holds up to 30 numbers. The date and time of the call is also stored if available.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

The Calls list can display numbers up to 24 digits or names up to 16 characters.

New Message & Caller Display

When you have new missed calls and/or answering machine messages, the handset lets you know, for example:



IMPORTANT

To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the dialling code in the directory.

When a new call is received in the Calls list the  icon is displayed.

If the number is unavailable, **Unavailable** is displayed.

If the number has been withheld by the caller, **Withheld** is displayed.

If the call is from a payphone, **Payphone** is displayed.

If number is a voicemail call, **Voicemail** is displayed.

If you do not have a Caller Display service, an external call is displayed as **External call**.

View and dial from the Calls list

1. Press . The Calls list screen is displayed.
2. The first entry is indicated by an arrow, press **SELECT** to open the entry to see details of the call, e.g. time and date. If the call has not been viewed, it is marked as **NEW** by the  icon.
3. Scroll  to see the next entry.
4. Press  to dial the entry displayed.
5. Press **BACK** at any time to return to the previous menu level.

Save a number to the Phonebook

1. Press . The Calls list screen is displayed.
2. Scroll  to the entry you want, press **SELECT** to open the entry.
3. Press **MENU. SAVE NUMBER** is highlighted. Press **SELECT**.
4. **ENTER NAME** is displayed. Use the keypad to enter a name then press **OK**.
5. The number is displayed. Press **OK**.
6. Press  or  to select the melody you want, press **SELECT** to save the entry.
7. Press **BACK** at any time to return to the previous menu level.

Delete an entry

1. Press . The Calls list is displayed.
2. Scroll  to the entry you want, press **SELECT** to open the entry.
3. Press **MENU. Scroll  to **DELETE**** and press **SELECT**.
4. **DELETE?** is displayed, press **OK** to confirm. The screen shows the Calls list screen again.
5. Press **BACK** at any time to return to the previous menu level.

Delete entire Calls list

1. Press . The Calls list screen is displayed.
2. Press **SELECT** to open any entry, press **MENU**.
3. Scroll  to **DELETE ALL** and press **SELECT**.
4. **DELETE ALL?** is displayed. Press **OK** to confirm or **BACK** to cancel.
5. Press **BACK** at any time to return to the previous menu level.

Advanced settings

Change PIN

The default PIN is 0000. You will need to enter the PIN for setting Call barring and during registration and de-registration. For security reasons, you can change the PIN to your own preferred 4-digit code.

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **CHANGE PIN** and press **SELECT**.
3. Enter the old PIN and press **OK**.
4. Enter the new PIN and press **OK**.
5. Enter the new PIN again to confirm and press **OK**.
Display shows **NEW PIN STORED**.
6. The screen returns to standby.

Call barring

Use call barring to restrict selected handsets from dialling a phone number beginning with specific pre-fixes, for example, premium rate numbers beginning 09 or mobile phone numbers beginning 07.

You can set four different barring pre-fixes each containing up to 4 digits. If a restricted number is dialled, the call will not be connected and the user hears an error beep.

Call barring on / off

You cannot bar emergency service numbers 999 or 112.

When Call barring is set to On, the standby screen shows **Call bar on**.

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **CALL BARRING**, press **SELECT**.
3. Enter the system PIN (default setting 0000) and press **OK**.
4. **BARRING MODE** is displayed, press **SELECT**.
5. Scroll  or  to **ON** or **OFF** and press **SELECT**.
6. Press  to return to standby. The standby screen will show **BARRING MODE ON**.

Set call barring number

You can enter up to four numbers to be barred.

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **CALL BARRING**, press **SELECT**.
3. Enter the system PIN (default setting 0000) and press **OK**.
4. Scroll  to **BARRING NUMBER** and press **SELECT**.
5. Scroll  or  to the barring number you want and press **SELECT**.
6. Enter the number you want to bar. You can put up to 4 digits.
Press **OK** to confirm.
7. Press  to return to standby.

Reset

You can re-set a handset and the base to their default settings.

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **RESET**, press **SELECT**.
3. Enter the system PIN (default setting 0000) and press **OK**.
4. Display shows **CONFIRM?** Press **OK** to confirm or **BACK** to cancel.
5. Press **OK** again. All settings are reset.

Dialling a barred number

The call will not be connected. The screen displays **CALL BARRED**.

This will delete all messages and clear the calls list and redial list.

Handset default settings		SMS default Centre	Centre 1
Handset Ringer Volume	3	Set 1st Ring	On
Handset Ringer Melody	Melody 1	SMS center – Send number	1470P17094009
Handset Earpiece Volume	4	SMS center – Receive number	0800587529
Handset Speaker Volume	3	Phonebook memory	Empty
Handset Key Beep	On	Redial memory	Empty
Battery Low Tone	On	CID memory	Empty
Language	English	SMS Mailbox	Empty
Auto hang up	On	SMS reception	On
Auto answer	On	Conference	Off
Handset Name	Granite	SMS alert beep	On
Base Speaker Volume	5	Speed dial 1	1571
Base ringer volume	3		
Time/Date	00:00; 01-01-08		
Date format	DD-MM-YY	Answering machine default settings	
Time format	24 hr	Ring Delay	6
Set Alarm	Off	OGM	Pre-set OGM 1
Alarm Tone	Melody 1	Answer On/Off	On
Dialling Mode	Tone	Answer Mode	Answer & Rec.
Flash Time	100ms	HS screening	Off
Master PIN	0000	Remote access	On
Call Barring	Off	Base Playback Volume	5
Call Barring number	Empty	Base Screening Volume	5
Easy Call	Off		
Easy Number	Cleared		

If you experience any problems, please call the Helpline on 0808 100 6556*

By selecting the BT Services menu you can access a range of useful pre-stored numbers and further BT Calling Features.

Pre-stored BT Services numbers:

- **PROD HELPLINE** – dials the BT Granite Helpdesk for information and help.
- **DIVERT - ALL** – diverts all calls to a number.
- **DIVERT - BUSY** – diverts calls when your line is busy.
- **DIVERT - NO ANS** – diverts calls if you do not answer.
- **CALL WAITING** – to activate/de-activate.
- **VOICEMAIL** – lets you use your network's voicemail service (1571).
- **BT 118500** – BT directory enquiries.
- **CANCEL CALLBACK** – lets you cancel an automatic call back request.
- **WITHHOLD ID** – prevents your telephone number being sent when you make calls. Enters 141 automatically before the next call only.

Open the BT Services menu

1. Press **MENU**, scroll  or  to **NETWORK SERVICES** and press **SELECT**.
2. Scroll  or  to choose the option you want and press **SELECT**.

IMPORTANT

To use BT Services and BT Calling Features you must first subscribe (if required) to the relevant service from your network provider. A quarterly fee may be payable.

For more details on BT's Calling Features, call BT free on 0800 800 150.

If you are not connected to the BT network, some of these services may not be available. Please contact your network provider. Call Diversion services may allow other divert options. Check with your network provider for details.

For further information, see the BT Calling Features user guide supplied when you subscribe to the services of your choice.

You must subscribe to your network's Caller Display service for Call Waiting to work. A quarterly fee may be payable.

Call Waiting

1. During a call, you hear a soft beep in the earpiece and the display shows the number of the caller or the name if it matches an entry in your phonebook.
2. Press  to put your current caller on hold and speak to the new caller.
3. Press  again to switch between both callers.
3. Press  to finish the current call. The handset will then ring, answer to continue the other call.

Activate/de-activate call waiting

1. Press **MENU**, scroll  to **NETWORK SERVICES** and press **SELECT**.
2. Scroll  to **CALL WAITING**. Press **SELECT**.
3. Scroll  or  to choose either **ACTIVATE** or **DE-ACTIVATE**, press **SELECT**. This will send an update to the network.
4. Press  to return to standby.

Voice mail

Dials 1571 so you can play and manage your network's voicemail messages.

To dial your voicemail

1. Press and hold the  button. This will automatically dial your 1571 voicemail.

To change your Voicemail number

1. Press **MENU**, scroll  to **NETWORK SERVICES** and press **SELECT**.
2. Scroll  to **VOICE MAIL**. Press **SELECT**.
3. Scroll  to **VM NUMBER**. Press **SELECT**.
4. Enter the Voicemail number and press **OK**.
5. Press **BACK** to return to the previous menu level.

Answering machine

Your BT Granite can digitally record up to 12 minutes of messages or up to 59 messages. The maximum incoming message can be up to 3 minutes.

You can operate your answering machine from:

- the handset.
- remotely, from any other Touchtone™ telephone, see page 42.

Your BT Granite comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, alternatively you can record your own version of each.

Using the answering machine

Set answer mode and switch on / off

You can set your answering machine on or off from the handset. When switching on, select Answer & record or Answer only mode. See next page for further information on answer mode and outgoing messages.

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**.
Press **SELECT**.
2. Scroll  to **ANSWER MODE** and press **SELECT**.
3. Scroll  or  to:
ANSWER & RECORD – press **SELECT** to switch on and allow callers to leave a message. The base counter will show **00**.
ANSWER ONLY – press **SELECT** to switch on and enable callers to hear an outgoing message only. The base counter will show **00**.
ANSWER OFF – press **SELECT** to switch answering machine off. The base counter will be blank.
4. Press **BACK** to return to the previous menu level.

You will need to set the day, date and time (if you have not already done so) so that you will know when each message was received. If you have subscribed to your network's Caller Display service, the date and time is set automatically when you receive your first call. To set the date and time manually, see page 27.

If someone is accessing the answer machine menu, the counter on the base will flash **A**. The answer machine menu can only be accessed by one handset at any time.

Answer and Record

The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Your Answer and Record outgoing message will replace the pre-recorded message.

To reinstate the pre-recorded messages, delete your own recorded outgoing message, see below.

Answer Only

The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message.

Your own Answer Only message will replace the pre-recorded message.

You can delete your own recorded OGM. This will automatically reinstate the pre-recorded message.

You cannot delete the pre-recorded message.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note left), or you can record your own.

Record your own outgoing message

1. Press **MENU**. Scroll  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll  to **OUTGOING MSG** and press **SELECT**.
3. **ANSWER & RECORD** is displayed. Press **SELECT** or scroll  to **ANSWER ONLY** and press **SELECT**.
4. Scroll  to **RECORD OGM** and press **SELECT**.
5. Speak your announcement after the long beep. Press **STOP** to stop recording.
Your message is played back.

Play the outgoing message

1. Press **MENU**. Scroll  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll  to **OUTGOING MSG** and press **SELECT**.
3. **ANSWER & RECORD** is displayed. Press **SELECT** or scroll  to **ANSWER ONLY** and press **SELECT**.
4. **PLAY OGM** is displayed. Press **SELECT** to play the message.
5. Press **BACK** to return to the previous menu level.

Delete your outgoing message

1. Press **MENU**. Scroll  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll  to **OUTGOING MSG** and press **SELECT**.
3. **ANSWER & RECORD** is displayed. Press **SELECT** or scroll  to **ANSWER ONLY** and press **SELECT**.

4. Scroll  to **DELETE** and press **SELECT** to play the message.
5. Press **BACK** to return to the previous menu level.

Message playback

Messages are played through the handset speaker. To switch to private playback through the earpiece, press **CALL** during playback.

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.

2. **PLAY** is displayed. Press **OK** to play your messages.

During playback, press **OPTIONS** and scroll  or  to:

REPEAT – press **SELECT** to repeat the current message.

PREVIOUS – press **SELECT** to play the previous message.

NEXT – press **SELECT** to skip to the next message.

DELETE – press **SELECT** to delete the current message.

3. Press **BACK** to return to the previous menu level.

Delete all messages

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.

Only unplayed messages will be deleted.

2. Scroll  or  to **DELETE ALL** and press **SELECT**.

3. Press **OK** to confirm to delete all.

4. Press **BACK** to return to the previous menu level.

Record a memo

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.

You can record a memo message on the answering machine for other users to hear when they listen to messages.

2. Scroll  to **RECORD MEMO** and press **SELECT**.

3. Speak your message after the beep. Press **STOP** to stop recording.

4. Press **BACK** to return to the previous menu level.

Answer delay

Answer delay sets the number of times your BT Granite will ring before the answer machine picks up your call and starts playing the outgoing message. You can change the Answer Delay setting to between 2-9 rings or Time Saver.

Time saver

When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up knowing you have no new messages, saving you time and the cost of the call.

Answer Settings

Ring delay

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll   to **ANS SETTINGS** and press **SELECT**.
3. **RING DELAY** is displayed. Press **SELECT**.
4. Scroll  or  to the ring delay setting you want and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Adjust OGM volume

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll   to **ANS SETTINGS** and press **SELECT**.
3. Scroll  or  to **BASE VOLUME** and press **SELECT**.
4. Use the  and  buttons to adjust the volume and press **SELECT**.
5. Press **BACK** to return to the previous menu.

Switch call screening at the handset on / off

When switched on, you can hear your caller leaving a message from your handset, and choose to interrupt and speak to the caller if desired. The default setting is Off.

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll   to **ANS SETTINGS** and press **SELECT**.
3. Scroll   to **HS SCREENING**. Press **SELECT**.
4. Scroll  or  to choose **ON** or **OFF**. Press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Call screening at the handset

1. When the phone starts recording a message from an incoming caller, press **SCREEN** to listen to the caller at the handset. To interrupt the recording and speak to the caller press .
2. Press  to end the call.

Your BT Granite answering machine has voice prompts to help you use its settings and features.

Recording memory full

If the recording memory becomes full while a caller is leaving a message, they will hear "Thank you for calling" and the answering machine will hang up.

Any new callers will hear the Answer only message.

If the memory is full you must delete messages before your BT Granite can begin recording again.

Call screening

1. Providing the base speaker volume is set loud enough, you can hear a caller leaving a message. If you want to interrupt and speak to the caller, press  on the handset.

Each message is played back with the day and time of the call announced.

If the base speaker is set to 0, call screening is switched off.

If you enter the incorrect PIN code you will be allowed two further attempts, if it is still incorrect you will hear, "Thank you for calling", and your BT Granite will hang up. If you do not press any button for more than 10 seconds, your BT Granite will hang up.

If the * is not recognised it may be because you have deactivated the remote access feature, see above "Remote access on / off" for details.

Remote access

When remote access is switched on, you can call in from another phone to listen to your messages and operate your answering machine.

Remote access on / off

You can switch remote access on or off. When on, you can operate your answering machine from any other Touchtone™ phone. Default setting is On.

1. Press **MENU**, scroll  or  to **ANSWER MACHINE**. Press **SELECT**.
2. Scroll  to **ANS SETTINGS** and press **SELECT**.
3. Scroll  to **REMOTE ACCESS**. Press **SELECT**.
4. Scroll  or  to **ACTIVATE** or **DEACTIVATE**. Press **OK**.
5. Press **BACK** to return to the previous menu level.

If you forget to switch on your answering machine

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
2. Enter your system PIN (original setting 0000). Play back your messages as shown below in 'Operating your answering machine remotely'.

If you do not choose to switch your answering machine On, it will switch off when the call is ended.

Operating your answering machine remotely

1. Dial your phone number. When you hear your outgoing message, press *****. You will hear, "Please enter your security code".
2. Enter your 4 digit Remote Access PIN (default 0000). If you have new messages, these will be played. Otherwise you will hear "You have no new messages" followed by the main menu.

You can now use the keypad to operate your answering machine.

Follow the announcements and instructions you hear:

- 2^{AB}_C** Play all messages
- 3^{DE}_F** Play new messages
- 4^{HI}_J** Skip back during messages
- 5^{JK}_L** Delete current message
- 6^{MN}_O** Skip forward during messages
- 7^{PQ}_{RS}** Stop playback
- 0** Press repeatedly to select the answering machine mode:
ANSWER & RECORD, **ANSWER ONLY** or **ANSWER OFF**.
- 1 ▶** Play main menu

Text messaging

Your BT Granite can store a total of 60 text messages:

Up to 40 in the Inbox,
Up to 15 draft box
5 template messages

Welcome to the BT text messaging service on your BT Granite. Your BT Granite can send and receive text messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line text service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at: <http://www.bt.com/terms>

Subscribe to the text messaging service

When you send your first text message from your BT Granite you will automatically be registered for the service. On receipt of your first text through the service, the system will send you a welcome text message back. You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

Open the text message menu

1. Press  (RIGHT NAVIGATION BUTTON).

Or

Press **MENU**, scroll  or  to **TEXT MESSAGE** and press **SELECT**.

Send a text message

1. Press  **WRITE TEXT MSG** is displayed. Press **SELECT**.

2. Use the keypad to write your message. When finished, press **OK**.

3. Enter the number you are texting.

If selecting a Phonebook number, press PHONEBOOK, scroll or to the entry you want and press SELECT.

4. Press OK. Screen gives you the options to SEND or SAVE AS DRAFT. To send, press SELECT. Display shows SENDING MESSAGE and then MESSAGE SENT. Or to send later, scroll to SAVE AS DRAFT and press OK.

New text message alert

1. When you receive a text message, you hear a beep and the display shows NEW TEXT MSG.

Read a text message

1. From standby, press .

Or

Press MENU, scroll to TEXT MESSAGE and press SELECT.

2. Scroll to INBOX and press SELECT.

3. The most recent text message sender is displayed.

If required, scroll or to the text message you want.

4. Press SELECT to read the chosen message.

5. Press to scroll to the next page.

6. Press BACK to return to the previous page.

Text message options

1. When reading a text, press MENU:

REPLY – press SELECT. Write your reply to the sender and press OK.

FORWARD – press SELECT to forward the message to another number. You can add text then press OK. Enter the number you want and press OK.

SAVE NUMBER – press SELECT to add the sender to the Phonebook.

When writing a text, if you do not press a button for 30 seconds, the handset will return to standby. If the message does not get sent, the screen shows TEXT NOT SENT! If the text is not sent, the display shows MESSAGE FAILED. It is stored in the Outbox.

Writing tips

Use the keypad to enter letters and numbers, eg to write today (2day):

Press four times to enter 2.

Press once to enter d.

Press once to enter a.

Press three times to enter y.

Press to enter a space and use and/or for other characters.

Press Clear to delete incorrect characters.

Press or to move the cursor left or right respectively to the point you want.

Use to move the cursor to the beginning or end of the text.

Upper & lower case

Press and hold to change between upper and lower case letters.

Maximum number of characters in a text message is 160. The display shows a character count from 0 up to 160.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

If the text is longer than 160 characters, it is stored as two or more messages, up to a maximum of four. The display indicates how many messages you text is spread over, e.g. 1/2.

Messages are marked New if they have not been read before or Old if previously viewed.

Templates

There are five pre-set templates:

I am busy now, will call you later

Please call my mobile / office / home

Meet me at <time><place>

I am sorry / I love you

Happy Birthday

Receiving a call while writing a text If you are writing a text and you receive a call the text will be lost.

Enter the name, press **OK**.

DELETE – press **SELECT** to delete the message.

DELETE ALL – press **SELECT** to delete all messages in the inbox.
Press **OK** to confirm.

2. Press **BACK** to return to the previous menu level.

View, edit and send a template message

1. From standby, press .

Or

Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.

2. Scroll  to **TEMPLATES** and press **SELECT**.

3. Scroll  or  through the templates.

4. Press **SELECT** to see the full text.

5. Press **MENU** to choose from:

EDIT – press **SELECT** to change the template. Press **CLEAR** to delete. Use the keypad to enter your own message template.

SEND – press **SELECT** to send the template.

SAVE AS DRAFT – press **SELECT** to save in the Drafts box for sending later.

6. Press **BACK** to return to the previous menu level.

View, edit and send a Draft message

1. From standby, press .

Or

Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.

2. Scroll  to **DRAFTS** and press **SELECT**.

3. Scroll  or  through the Draft messages.

4. Press **SELECT** to see the full text.
5. Press **MENU** to choose from:
 - EDIT** – press **SELECT** to change the text. Press **CLEAR** to delete. Use the keypad to enter your own message template.
 - SEND** – press **SELECT** to send the text.
 - DELETE** – press **SELECT** to delete the text.
 - DELETE ALL** – press **SELECT** to delete all messages in the drafts box, press **OK** to confirm.
6. Press **BACK** to return to the previous menu level.

Text settings

Switch message reception off / on

The default setting is on.

1. From standby, press .
- Or
- Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.
2. Scroll  to **SETTINGS** and press **SELECT**.
3. **RECEIVE ON/OFF** is displayed. Press **SELECT**.
4. Scroll  or  to **ON** or **OFF** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Do you have two text phone bases connected to the same phone line?

If you have two text phone base stations plugged into one line, you are likely to experience problems receiving text messages. Normally, only one SMS enabled base unit (DECT or cordless) can be plugged into any line. If you do want to use two base units and still receive written text you must delete receive service centre number from one of the base stations. To do this on your BT Granite, see opposite.

This will allow you to send text via either base station but texts will only be received on the product with the active receive centre number.

If the base unit with the active receive centre number is a DECT product then all compatible handsets registered to it will be able to receive text messages.

Service centre numbers

To send and receive text messages you need the telephone number of your Network's text Centre. If you accidentally delete the Send or Receive Service Centre numbers you will need to re-enter them in order for your text Service to work.

You can enter up to 6 Service Centre numbers – 3 Send and 3 Receive.

The Send Service number is: 1470P17094009.

The Receive Service number is: 0800587529.

Add or change Service Centre numbers

1. From standby, press  .

Or

Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.

2. Scroll  to **SETTINGS** and press **SELECT**.
3. Scroll  to **SERVICE CENTRE**. Press **SELECT**.
4. Scroll  or  to **SERVICE CENTRE 1, 2 or 3** and press **SELECT**.
5. Scroll  or  to **SEND CENTRE** or **RECEIVE CENTRE** and enter the service number you want. Use **CLEAR** to amend if necessary.
6. Press **SAVE**.
7. Press **BACK** to return to the previous menu level.

Set a Service Centre

The default setting is Service Centre 1.

1. From standby, press  R.

Or

Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.

2. Scroll  to **SETTINGS** and press **SELECT**.
3. Scroll  or  to **DEFAULT CENTRE** and press **SELECT**.
4. Scroll  or  to **SERVICE CENTRE 1, 2 or 3** and enter the service number you want.
5. Press **SELECT**.
6. Press **BACK** to return to the previous menu level.

Text message audible alert on / off

When you receive a new text message, your phone gives a beep.

You can switch this beep off or on.

1. From standby, press  R.

Or

Press **MENU**, scroll  to **TEXT MESSAGE** and press **SELECT**.

2. Scroll  to **SETTINGS** and press **SELECT**.
3. Scroll  or  to **MSG ALERT BEEP** and press **SELECT**.
4. Scroll  or  to **ON** or **OFF** and press **SELECT**.
5. Press **BACK** to return to the previous menu level.

Using additional handsets

The handset is automatically assigned the next available handset number.

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time.

If there are already 5 handsets registered to the base, the registration will fail. The display shows **TOO MANY HANDSETS**.

You must de-register another handset before you can register the new one.

Immediately, after de-registering, you can press **MENU** to jump to the Registration menu.

You can use up to five GAP compatible handsets with your BT Granite base to extend your phone system without needing to install extension sockets for each new phone. Your BT Granite handset can also be registered to up to four other bases.

If you have purchased a BT Granite multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT Granite base before it can be used.

Handset registration

Registration

At the base:

1. Press and hold  for 5 seconds until you hear a long beep from the base.
You now have 2 minutes to register the handset.

At the Granite handset:

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **REGISTRATION**, press **SELECT**.
3. Enter the system PIN (default setting 0000) and press **OK**. The handset will search for the base and then display **Registering**. When registration is complete you hear a confirmation beep.

De-register a handset

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. Scroll  to **DE-REGISTER**, press **SELECT**.
3. Enter the system PIN (default setting 0000) and press **OK**.
All handsets available for de-registration are listed.
4. Scroll  or  to the handset you want to de-register and press **SELECT**.
5. Display shows **DE-REGISTER?** Press **OK** to confirm or **BACK** to cancel.

Internal calls

Call another handset

1. Press . If only two handsets are registered to the base, the second handset will automatically be called, otherwise a list of available handsets is displayed.
2. To call the handset, select the handset number you want.
If the handset is already in use, you will hear the busy tone.
3. Press  to hang up.

Only possible when more than one handset is registered to the base.

Conference call

Turn conference function on / off

When conference is switched On, a second handset can join a call between the first handset and an external caller by pressing . The default setting is off.

1. Press **MENU**, scroll  or  to **ADVANCED SET** and press **SELECT**.
2. **CONFERENCE** is displayed, press **SELECT**.
3. Scroll  or  to **ON** or **OFF** and press **SELECT**.
4. Press **BACK** to return to the previous menu level.

Join a Conference call

1. When the Conference setting is switched On and a call is taking place between one handset and an external caller, press  on another handset to join the call. **CONFERENCE** will be displayed on both Granite handsets to indicate that a second internal caller has joined the call.
2. Press  to hang up.

If you attempt to join an ongoing call and conference has not been set to 'on' the message **TALK BUSY!** will be displayed on your handset.

Invite an internal caller to join a conference

1. During a call with an external caller, press  **Int.**. Your caller is put on hold and all available handsets displayed.
2. Enter the handset number you want to call.
3. When the other handset answers press **CONF** to initiate a 3-way conference call.
4. If you decide to press  **End** to hang up, your caller and the other handset user can continue the call.

Put a caller on hold and make an internal call

1. During a call with an external caller, press  **Int.**. Your caller is put on hold and all available handsets displayed.
2. Enter the handset number you want to call.
3. Press  **Int.** to switch between your internal and external callers.
4. Press  **End** to hang up. Your caller and the other handset user can continue the call.

Transfer a call

1. During a call with an external caller, press  **Int.**. Your caller is put on hold and all available internal handsets displayed.
2. Enter the handset number you want to call.
3. When the other handset answers, you can announce the caller.
4. Press  **End** to transfer the call.

Phone does not work

- Have you inserted the battery correctly? See page 8.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 23.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 50.

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries. Caution: there is a risk of explosion if battery is replaced by an incorrect type. Dispose of batteries according to the instructions.

Ψ icon flashes

- Is the handset registered correctly to the base, see page 50.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- The batteries are low, place the handset on the base/charger to recharge.

≡ icon not scrolling

- Check that the mains power is correctly connected.
- The battery may be fully charged.

You hear the busy tone when you press



- Make sure the handset is in range of the base.
- Another handset registered to your BT Granite base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, see page 39.
- Check the answering machine is set to Answer and record mode, see page 37.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 27.

Cannot access your messages from another phone

- Has Remote access been switched off? To switch Remote access on, see page 42.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 29.
- The caller may have withheld their number.
- An exact name/number match was not found in your directory. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Granite base and you can register your BT Granite handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- Check you do not have too many phones plugged into all the sockets in your house, see page 59 'REN number'.
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Granite can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Granite at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you are still experiencing difficulties please call the BT Granite Helpline on 0808 100 6556*.

Possible problems with text messaging

Text messages cannot be sent and screen displays

Message failed

- The base station power supply or telephone line cord might not be properly connected.
- Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error.
See page 48 for instructions on how to enter the number.

Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.

- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.

Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

Further help and advice for text queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

General sales enquiries

- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).

Billing enquiries

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the text messaging service

By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press  **R**. **WRITE TEXT MSG** is displayed. Press **SELECT**.
2. Use the keypad to type in the following commands (depending upon what you want to do):

   Opt out from receiving voice text messages.

   Turns off the opt out option.

   Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.

   Turns off permanent voice text message delivery.

When finished, press **OK**.

3. Enter the number 00000 then press **OK**.

4. **SEND** is highlighted, press **SELECT**.

5. Display shows **TEXT TRANSFERRING** and then **TEXT SENT**.

If you are sending a message from a fixed line phone to another fixed line phone

   Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text.

This command is inserted at the start of the message and applies only to that message, e.g.    'Hello I will be home late'.

You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

IMPORTANT

This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Replacing the handset battery

After a time, you may find that the handset battery is running out of charge more quickly. This is a standard sign of wear and the battery will need replacing.

1. Open the battery compartment cover.
- 2 Take out the old battery by gently pulling the connector out and replace with a new Li polymer (550mAh) battery.
3. Push the battery compartment cover back on until it clicks into place.

WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse. BT accepts no responsibility for damage caused to your BT Granite by using any other types of batteries.

Safety information

- Only use the power supply suitable for the BT Granite range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 045139. If you have purchased a multiple pack the item code for the charger mains power supply is 045982.

- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Granite Helpline on 0808 100 6556*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0808 100 6556* for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, except to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.

It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions



The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Granite is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Granite or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 53 or contact the BT Granite Helpline on 0808 100 6556* for assistance. Additional answers to Frequently Asked Questions are available from www.bt.com/producthelp

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will issue you a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

For guarantee purposes proof of purchase is required so please keep your receipt.

Technical information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Granite has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, CCT declares that this BT Granite is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, go to the product website at www.bt.com/producthelp

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialing sequence.

Press and hold  to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Features.



Working together, supporting energy saving products

BT & British Gas have joined forces to help our customers find new ways to save energy around the home, so we can all do our bit for the environment & save money too!

BT is a sustainability leader

{ To find out how we're
making our products
greener visit

bt.com/betterworld/products 

Offices worldwide

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